

Cisco Service Provider Wi-Fi



Carrier-grade Wi-Fi has become a central element in strategies for ubiquitous capacity and coverage across networks for both fixed and mobile operators. Cisco® Service Provider (SP) Wi-Fi is an end-to-end 802.11n architecture, using Cisco products and services that help you offer carrier-grade Wi-Fi services to complement existing wired and wireless broadband networks.

Cisco Services increase efficiency and reduce the costs and risks associated with new technology adoption and scaling of your wireless network capabilities.

Cisco SP Wi-Fi Services Overview

Our SP Wi-Fi Services portfolio is a comprehensive set of services representing a holistic approach to the total lifecycle of service provider Wi-Fi engagements. Starting with a proof of concept, it covers the end-end spectrum of planning, building, optimization, and operation services – each assured by Cisco Service Level Agreements (SLAs). These services are flexible and can be customized.

Proof of Concept Service:

- From a cloud-based architecture hosted in a Cisco data center, demonstration of:
 - Centralized management system, with zero-touch service fulfillment for rapid deployments of meshed access points
 - High operational efficiency and productivity
 - Reduced TCO

Radio Frequency (RF) Plan & Build Service:

- Professional services from Cisco and Cisco's Wi-Fi specialized partners
- Help in planning and deploying the RF components of the Cisco SP Wi-Fi solution
- Analysis of architectural readiness, with guidance for selecting and prioritizing locations for Wi-Fi
- RF expertise to obtain the most from your wireless access points
- Coverage and capacity planning
- Post-deployment RF analysis help to ensure deployment success

SP Wi-Fi Core Plan & Build Service:

- Professional services from Cisco and Cisco's Wi-Fi specialized partners
- Help to plan and deploy the core components of the Cisco SP Wi-Fi solution
- Analysis of architectural readiness and assistance with the SP Wi-Fi deployment design
- Start-to-finish deployment assistance, including mobile subscriber policy enforcement system
- Predeployment validation to help ensure deployment success
- Post-deployment knowledge transfers to help ensure your understanding of solution

Solution Support Service (reactive):

- Expert assistance to streamline operation of the Wi-Fi architecture
- Quick isolation and remediation of unplanned service disruptions by specialists
- Tracking and identifying the root cause of disruptive incidents, providing valuable information for design changes and scaling with your mobile subscriber growth

Optimization Services (proactive):

- Expert analysis and recommendations for transforming your Wi-Fi architecture into a high-performing, efficient environment
- Help to create a strategy for managing all the critical components of the Cisco SP Wi-Fi architecture using a suite of Cisco hosted network management applications
- Availability and performance optimization expertise to validate planned design changes
- Collaboration to develop a strategy for managing software releases and changes
- Continuous learning activities that help your IT staff become more self-sufficient

Assurance Service (preemptive):

- Extension of the measurement and analytical capabilities of your Cisco SP Wi-Fi architecture
- Real-time monitoring of a variety of key performance indicators from Cisco network operations center
- Comprehensive analytics using fault, capacity, availability, and performance information to help ensure reliable operations



Operate Service (end-to-end platform management):

- Monitor the managed devices in the your environment to help ensure access points and controllers are properly activated and provisioned
- Manage incident and problem resolution
- Identify operational trends to continually improve performance
- Manage the mobile subscriber policy enforcement system, and simplify procedures for onboarding, authenticating, and troubleshooting the subscriber’s user experience
- Using Cisco CleanAir® technology, account for all aspects of RF coverage, capacity, throughput, and interference, resulting in higher mobile subscriber customer satisfaction and retention

Customer Benefits

- Comprehensive set of services spanning the end-to-end service provider Wi-Fi lifecycle
- Services assured by Cisco SLAs
- Accelerated time to market and time to value
- Unparalleled, industry-leading intellectual capital (people, process, and technology)

Why Cisco Services?

Cisco is a worldwide technology leader with extensive experience working with major service providers around the world. Cisco’s comprehensive portfolio of services and proven methodologies is well tested and easily deployable with little integration effort, providing better visibility into the network while simplifying operations.

Cisco provides access to experienced and well-trained Cisco experts, certified on service provider networks, technologies, and network management needed to support, assist, and resolve network issues. Backed by SLAs, Cisco works together with you to lower risk.

Figure 1. Cisco Services for SP Wi-Fi



POC Services	AP Services	Build Services	Solution Support	Optimization Services	Operate Services
1 Month POC 3 Month POC	Complex Venues Indoor/Outdoor — Metro Planning Site Survey RF Design Site Selection AP Installs	Lab Build Field Trial Build Production Build Remote T&V Onsite T&V OSS Integration	24x7x365 day Escalations BU, TAC Mgmt 3rd Party Mgmt Expert Access	Design Services Assessments Capacity Mgmt Release Mgmt Knowledge Mgmt	Wi-Fi Access SP Core Policy Mgmt — Provisioning Monitoring SLA Mgmt
Proof of Concept	Build Services		Post-Build Services		

End-to-End Services